

**DELAWARE DEPARTMENT OF JUSTICE  
JOB OPENING**

**Opening Date: January 30, 2017    Closing Date: February 6, 2017**

**Application Support Administrator  
Executive Offices, Information Technology Unit, New Castle County  
PG - 15**

**Job Responsibilities and Duties:**

The Delaware Department of Justice (“DOJ”) is seeking an exceptional individual to join the Information Technology Unit in New Castle County as an Application Support Administrator and Trainer.

The Information Technology Unit (“IT UNIT”) is led by the Information Technology Manager, managed by the Director of Operations and manages the information systems for the entire Department in all three Delaware counties. The IT Unit is responsible for the acquisition and maintenance of contemporary and legacy electronic data processing equipment and the management of specific applications such as the Case Management System, and works closely with the State’s Department of Technology and Information (“DTI”), and other criminal justice partners.

This integral position will support the Department’s Case Management system including training activities for all computer users; including documentation creation, hosting training sessions and communicating new information to all users. This position will also provide first level support for the Case Management System as a subject matter expert and the candidate will receive system certification(s.) This position offers a unique opportunity to assist in the development and support of a new state wide case and matter management software system.

**Specific Duties – including but not limited to:**

- Plan, develop and implement general training sessions for all computer users;
- Evaluate effectiveness of training programs and information;
- Participate in the development and maintenance of the Case Management System;
- Provide First Response Level support for the Case Management System;
- Create IT Documentation and templates for the user community and IT Staff members;
- Develop, organize and provide software training sessions to all users;
- Communicate IT-related information to all users;
- Collaborate with departmental subject matter experts in planning, screen/document development;
- Attend training to include travel to remain current in system updates/certifications;
- Provide detailed and timely reports, logs and updates to management;
- Work in tandem with other IT and/or departmental staff during training sessions, meetings and events; and,
- Develop and distribute a Quarterly IT Newsletter.

### Minimum Qualifications:

- Proficient in Microsoft Office Suite – (Word, Excel, PowerPoint and Outlook, Publisher);
- Experience in project planning and implementation;
- Ability to construct flowcharts and diagrams;
- Experience in training others on software applications;
- Strong writing, research, and verbal communication skills;
- Experience in Delaware Criminal Justice applications such as DELJIS web, LEIS, CJIS, JIC, NCIC, and DMV.
- Experience in reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies/procedures, resolving deficiencies, interpreting information and tracking/monitoring/reporting activities;
- Experience in detailed record keeping including maintaining records, logs, filing systems and using automated information systems to enter, update, modify, delete, retrieve and report on data;
- General information technology skills with attentiveness to detail;
- Ability to work independently within strict timeframes with minimal direct supervision;
- Experience in, and working knowledge of the Delaware legal and justice system;
- Ability to work well with people and to speak to a large capacity of people in a training atmosphere;
- Ability to establish and maintain effective working relationships with a variety of people at various education/computer skill levels; and,
- Bachelors Degree (or equivalent training, education and experience.)

**Internal applicants** should submit an updated Resume or summary of work experience to the Director of Human Resources.

**External applicants** should submit a Resume and a State Application to the Delaware Department of Justice, Human Resources, 820 N. French Street, Sixth Floor, Wilmington, DE 19801, or Email to [DOJHR@state.de.us](mailto:DOJHR@state.de.us), or Fax to: 302-577-5866. EOE.